# Amerenzines

ameren.com

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## **Enjoy Convenience** of Direct Payment

With Ameren's Direct Payment Plan, there are no checks to write, stamps to buy or envelopes to mail. This easy, convenient service is designed for busy people like yourself.

The Ameren Direct Payment Plan allows a customer to pay electricity and natural gas bills directly from a checking account or savings account.

To enroll in this program, visit the Ameren Web site (www.ameren.com), select "Residential" and then select "Direct Payment from Bank Account" from the Payment Options menu. If you prefer, call AmerenCIPS at 1-888-789-2477. There is no enrollment charge.

Ameren also recommends you sign up for Budget Billing. There is no additional cost to be on Budget Billing. The plan allows customers to pay an average monthly bill amount based on the last 12 months of usage. Residential customers can enroll in the program by calling customer service or on-line at www.ameren.com.

## J.D. Power and Associates Certifies Call Centers

In March, three of
Ameren's Customer
Contact Centers were
certified by J.D. Power
and Associates for providing
"An Outstanding Customer Service
Experience."

Visit **www.ameren.com** for more about Ameren's J.D. Power certification.

For J.D. Power and Associates Certified Call Center Program information, visit **www.jdpower.com** or call 800.274.5372.

### Cool Your World

You can't control the weather, but you can take control of your home energy bills throughout the summer months.

Explore the new ENERGY STAR @ home Interactive Tool at www.energystar.gov and find energy-efficient home improvement ideas and advice to help cool your world! The U.S. Environmental Protection Agency has designed this tool to bring you the best infor-

mation on how you can save energy and protect the environment. Advice is offered on home sealing, what products to buy and everyday energy-saving tips. You can turn to ENERGY STAR for the guidance you need to improve your home's efficiency

and save money on your energy bills.

With the arrival of hot weather be sure to take the following tips into consideration:

**Air Conditioning** – Regularly change or clean air conditioner filters. Before replacing a central air conditioner, consider purchasing a

unit with a seasonal energy efficiency ratio (SEER) of 13 or higher for greater operating savings. A SEER 13 unit is 30 percent more efficient than a SEER 10 unit. For window air conditioners, consider a unit with an energy efficiency ratio (EER) of 10.0 or higher. Replacing an EER 5.0 window air conditioner with an EER 10.0 unit can cut your energy use by up to 50 percent.

Home Sealing – Seal leaks around doors,

windows and other openings. If you can see your attic floor joists, you probably need to add insulation. Keep drapes and curtains closed on hot days.

Fans – Fans are an inexpensive way to help stay cooler. Ceiling fans are the most

efficient way to circulate air. A ceiling fan allows you to raise the temperature setting on your air conditioner by 4°F without sacrificing comfort. Many people find that ceiling fans allow them to avoid using air conditioning when temperatures are moderately warm.



## Changing Electric Environment

From computers, televisions, and lights to cell phone chargers, electricity is the energy that powers our world. Through the years, Ameren's Illinois utilities have provided safe, reliable electricity service at the lowest possible cost.

Since the enactment of a 1997 Illinois law, Ameren Illinois residential rates have been reduced by 5 to 20 percent and are now frozen. As a result, Ameren Illinois customers have saved more than \$1 billion.

Utilities no longer own generation. Beginning January 1, 2007 utilities must buy power in the wholesale market. The expected cost of power will exceed the frozen rates. The

Ameren Illinois utilities will purchase the power through a proven, transparent and highly competitive system. Nonetheless, the cost of electricity will go up next year and rates will increase.

To help our customers transition to higher electricity rates, Ameren has proposed that increases be phased in.

For the latest information on this issue, visit the www.post2006.com Web site.



**AmerenCIPS** ameren.com



## **Natural Gas Piping Safety**

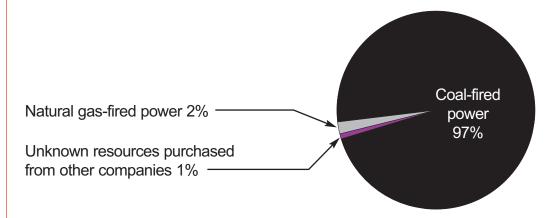
Safety and reliability are the hallmarks of the Ameren Illinois utilities' natural gas service. To help assure both, Ameren periodically inspects its buried pipelines - right up to your natural gas meter – to make certain they are in good condition.

However, Ameren does not inspect or maintain buried natural gas piping that belongs to customers. You probably own buried natural gas piping if you have a permanently installed natural gas grill, a gas light, a gas swimming pool heater, a gas heater in a detached garage or other building, or any other natural gas-fueled appliance located away from your house. You also will have buried piping if the natural gas line leaving your meter goes underground before entering a building.

Ameren recommends that you periodically have underground piping inspected for leaks and possible corrosion. Contact a qualified plumbing or heating professional for this work.

For more information on natural gas safety, visit Ameren's Web site at www.ameren.com.

#### Sources of electricity supplied for the 12 months ending March 31, 2006



Sources of electricity supplied for the 12 months ending March 31, 2006	Percentage of total
Biomass power	0%
Coal-fired power	97%
Hydro power	0%
Natural gas-fired power	2%
Nuclear power	0%
Oil-fired power	0%
Solar power	0%
Wind power	0%
Other resources	0%
Unknown resources purchased from other companies	1%
TOTAL	100%

### **AVERAGE AMOUNTS OF EMISSIONS and AMOUNT OF NUCLEAR WASTE per 1000 kilowatt-hours (kWhs)** PRODUCED from KNOWN<sup>1</sup> sources for the 12 months ending March 31, 2006

Carbon Dioxide	1,943 lbs
Nitrogen Oxides	2.19 lbs
Sulfur Dioxide	9.02 lbs
High-Level Nuclear Waste	0 lbs
Low-Level Nuclear Waste	0 ft <sup>3</sup>

#### **Footnote**

1 1% of the total electricity supplied was purchased from other suppliers and the amounts of emissions and amount of nuclear waste attributable to producing this electricity is not known and is not included in this table.

Additional information on companies selling electrical power in Illinois may be found at the Illinois Commerce Commission's Web site (www.icc.illinois.gov).

#### **AmerenCIPS Customer Service Numbers**

Residential: 1.888.789.2477 Former AmerenUE

Customers: 1.800.346.2477

Business: 1.800.232.2477

Suspected gas leak: 1.888.789.2477

TDD for hearing-impaired:

1.800.526.0857

**Underground locating** (JULIE): 1.800.892.0123

Speed Pay information:

1.866.729.2477